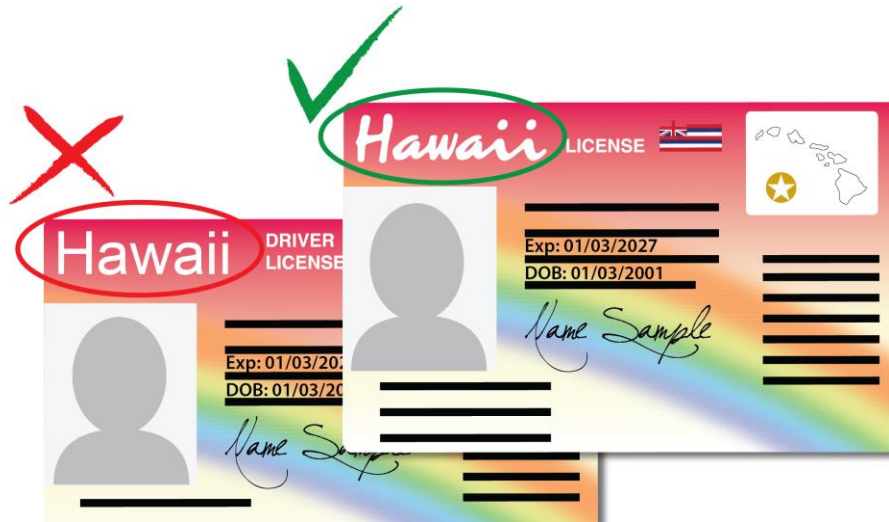


Misprinted Driver's Licenses and State IDs

City and County of Honolulu • Department of Customer Services



On Feb. 21, 2023, the Department of Customer Services was informed that its card vendor, Thales, misprinted a batch of Hawaii driver's licenses and state identification cards.

The word "Hawaii" should have been printed in cursive on the affected driver's licenses and state identification cards.

Instead, the word "Hawaii" was printed in block letters.

The vendor's statewide misprint affected 2,450 residents, who received in the mail their permanent plastic driver's licenses or state identification cards between Jan. 31, 2023 and Feb. 15, 2023.

Of that total, 1,684 (or 68 percent) were residents of the City and County of Honolulu.

We regret that this error slipped past our vendor's quality processes during an equipment upgrade that caused the standard cursive font to get lost. Our vendor has corrected the error and taken steps to prevent it from happening again by making sure to triple check fonts during equipment upgrades.

The vendor will be sending corrected replacement cards directly to affected customers. Please be aware that these cards are sent in plain envelopes, which can be mistaken for junk mail.

Again, we sincerely apologize for our vendor's error.

– PAU –

3.6.2023